

**DEPARTMENT OF HEALTH SERVICES**

1800 3<sup>rd</sup> Street, Room 100  
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(916) 322-1086



CMSP Letter No.: 99-03  
Issue Date: March 30, 1999

TO: All County Medical Services Program Welfare Directors

SUBJECT: CMSP NOTICES OF ACTION

It has come to the attention of the County Medical Services Program (CMSP) that many CMSP notices of action (NOA) are either lacking in the ISAWS environment or are incorrect. Among these are discontinuance NOAs for non-received status reports. In most cases where a particular CMSP NOA is lacking in the ISAWS system, a Medi-Cal NOA is issued by ISAWS. Issuing a Medi-Cal NOA in lieu of a CMSP NOA to a CMSP applicant or beneficiary is not an acceptable process.

The quality of ISAWS generated NOAs has long been an issue and, until the system is programmed to correctly issue CMSP specific NOAs, counties are required to issue hand generated CMSP NOAs. A systems problem does not relieve the county from issuing correct and timely NOAs, and every effort is to be made to provide CMSP applicants and beneficiaries with correct information about their eligibility.

Until this ISAWS problem is resolved, any CMSP case, wherein an individual was denied or discontinued and an incorrect NOA was issued, shall:

Result in a correct CMSP NOA being issued and, if necessary, additional time given to the individual to satisfy any unmet requirements.

2. Reestablish the CMSP eligibility for those individuals discontinued until a correct NOA is issued. In these cases, eligibility will be continued until the ten-day requirement is fulfilled.

The CMSP Unit will provide the county with a camera-ready copy of CMSP NOAs. Request for camera ready copies should be made to Ms. Kelly Robbins, at (916) 322-9521.

If you have any questions or comments concerning this issue, please direct them to Mr. Gary Varner, at (916) 322-1613.

A handwritten signature in blue ink that reads 'Linda McFarland'.

Linda McFarland, Chief  
County Medical Services Program

cc: See next page.

All CMSP Welfare Directors

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cc: Ms. Kelly Robbins  
Mr. Gary Varner  
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County Medical Services Program  
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